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dedicated CRM's

We are here to keep you and your staff well-informed and supported.

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FEBRUARY 2023

Our team of dedicated Customer Relationship Managers are here to keep you and your staff well-informed and supported.



BRENT HOPPING
Manager, Customer Relations
(NSW, ACT and Qld)
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0488 087 878

As Manager of Customer Relations, Brent leads the team based in New South Wales and Queensland in providing a wide range of organisations with tools and opportunities to better tailor their superannuation arrangements for the benefit of their staff.

Brent holds an Advanced Diploma of Financial Planning and a Graduate Diploma of Applied Finance. He also has a Certificate IV in Workplace Assessment and Training. Working in the superannuation industry since 1999, Brent has held positions in management and financial planning at the Commonwealth Bank of Australia, Lifestyle Financial Services and Principal Edge Corporate Care before joining NGS Super in 2015.



JAMES PERRY
Customer Relationship
Manager (NSW)
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James has been with NGS Super since January 2017 and holds a Bachelor of Science and an Advanced Diploma of Financial Services (Financial Planning).

With over 15 years' experience in client-servicing roles across companies including Westpac, Asteron Life and Standard Pacific Financial Consulting (Suncorp Group), James is passionate about enabling members with the knowledge and tools required to make the simple, smart decisions now that will make a big difference to their retirement.



LONG NGUYEN
Customer Relationship
Manager (NSW)
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0429 290 179

Long joined NGS Super as a Customer Relationship Manager in January 2022. He strives to nurture engagement and provide a connection with super, so members and employers understand their opportunities and responsibilities. Long wants to help members and employers make the complex simple. Through educational seminars and one-on-one meetings, he helps members understand and simplify their super and helps employers navigate the superannuation obligations.

Long has extensive industry experience having previously worked at REST, ACSRF and Legal Super. He holds a degree in Communications, Cultural Studies and Economics, and an Advanced Diploma in Financial Planning.



LAURIE BUCHANAN
Manager, Customer Relations
(Vic, WA, SA and Tas)
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Laurie has worked in the financial services industry, and specifically superannuation, for over 20 years. He has obtained an Advanced Diploma of Financial Services (Financial Planning) and worked with National Mutual (now part of AMP) before moving into a Financial Planner role at Westpac Financial Planning and then a Superannuation Adviser role with VicSuper.

Laurie has been with NGS since 2006, not only assisting our members in Victoria, Western Australia, South Australia and Tasmania, but leading the Customer Relations team across all 4 states.



ANTHONY ARNDT
Customer Relationship
Manager (Vic)
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Anthony joined the NGS Customer Relations team in January 2015. Anthony has over 12 years of dedicated superannuation experience having worked for VicSuper, Guild Super and Care Super in Relationship Management and Financial Adviser roles.

With a Bachelor of Business and Certified Financial Planner® qualifications, Anthony is passionate and committed to delivering high quality service while helping members to maximise their retirement benefits.

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Our team (continued)



ELAINE SANTOS
Customer Relationship
Manager (SA)
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Elaine started at NGS Super in 2000 and has over 19 years' experience in the superannuation industry. Initially employed with Independent Schools Superannuation Trust (ISST), Elaine has several qualifications including an Advanced Diploma of Financial Services in Superannuation and a Diploma of Financial Services in Financial Planning.



THOMAY GATIS
Customer Relationship
Manager (SA)
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0407 796 682

Having worked in the superannuation industry for over 22 years, Thomay is consistently guided by a strong 'member's best interest first' principle. Thomay holds an Advanced Diploma of Financial Services (Financial Planning) and is the Chair of Women in Super (SA), as well as a member of the Mother's Day Classic Organising Committee. Thomay held relationship manager roles at SuperPartners and Local Super before joining NGS in 2013.



BEN BASEDOW
Business Development and
Customer Relationship
Manager (SA and WA)
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Since joining the financial services sector in 1999, Ben has gained a wealth of experience within financial planning and managerial positions within Macquarie Bank and Consultum Financial Advisers. Holding a Bachelor of Management and an Advanced Diploma of Financial Services (Financial Planning), Ben's extensive knowledge enables him to provide quality advice to our members. Ben joined the NGS Super team in June 2018.



TANA BRINK
Customer Relationship
Manager (Qld)
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0407 543 743

Tana joined NGS Super in 2012 following the merger of UCSuper and NGS Super. Tana has over 20 years' experience in the financial services industry with a Diploma of Financial Services (Superannuation) and a Diploma of Financial Planning. Tana finds fulfillment in guiding our members through the intricacies of superannuation and the options available to them. She is committed to helping both members and employers through financial education and empowerment.



GRAHAM BURKE
Business Development and
Customer Relationship
Manager (Qld)
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0408 799 461

Graham joined NGS Super in May 2019 following the merger of QIEC Super and NGS Super. He holds a Diploma of Superannuation and is currently working towards a Diploma of Financial Counselling. Graham has over 33 years' experience in the financial services industry with over 11 years in banking as Manager for Westpac and Commonwealth, 15 years as Managing Partner of North Coast Finance and 7 years as Client Services Manager for QIEC Super.



KATE GRAHAM
Customer Relationship
Manager (Qld)
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0437 516 830

Kate joined NGS Super in 2019 following the merger of QIEC Super and NGS Super. With a Diploma of Superannuation Management, Kate brings over 19 years' superannuation experience to her Customer Relationship Manager role at NGS. Kate worked in administration for Corporate Benefits, consultancy for AON Employee Benefits and product management for QSuper before moving to QIEC Super in 2017.



ROB WICKHAM
Customer Relationship
Manager (Qld)
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Rob joined NGS Super in 2019 following the merger of QIEC Super and NGS Super. Rob has obtained a Diploma of Financial Services (Financial Advice), an Advanced Diploma of Financial Services (Financial Advice) and a Certificate in Post-Retirement Planning. Rob joined the Financial Services Industry in 2010 after working as a teacher in South Australia and Queensland for 20 years. His career path has seen him work for Collins Mann Private Wealth Management, QSuper and QIEC Super in advice, education and customer service roles.